

W-01689A-16-0187

ORIGINAL **Arizona Corporation Commis**
Utilities Complaint Form



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Investigator: Deborah Reagan **Phone:** <<< REDACTED >>>

Opinion Date: 7/13/2016

Opinion Number: 2016 - 133015

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 7/13/2016 8:49 AM

First Name: Donald L. and
Nancy L.

Last Name: Ford

Account Name: Donald L. and
Nancy L. Ford

Arizona Corporation Commission

Address: <<< REDACTED >>>

DOCKETED

City: Pearce

State: AZ

Zip Code: 85625

JUL 14 2016

Company: Clear Springs Utility Company, Inc.

Division: Water

Nature Of Opinion

DOCKETED BY

fg

Docket Number: W-01689A-16-0187

Docket Position: Against

Docket No. W-01689A-16-0187

Since we Sunsites have previously heard Clear Springs was going to repair/replace our water/sewer system, along with making rate increases, we have not seen these repairs materialize after the rate increase of 2013 (with the exception of replacing short sections of pipe here and there). We request these long promised repairs be done before any increase in rates take place. In other words, if rates are going up, they do not go up until the project has been certified completed.

Regarding the operating loss of \$45,262 we are not seeing any losses listed on Attachment B of their loan application with WIFA. Aside from paying Sulphur Springs Valley Electric for electricity to run the pump, what are the other major expenses?

We have lived in Sunsites for 14 years. In the first few years we were here, there was a Southwest Utility Management truck here on a more regular basis. It is obvious their maintenance has been significantly reduced over this 14-year period.

Clearly, Clear Springs made a conscious decision to defer maintenance causing substantial water loss due to leaks. From the information

provided by Clear Springs, they had a total water loss of 3,570,000 gallons from August through December 2015. We do not feel we ratepayers should have to pay for their catch-up maintenance.

Sunsites was without water for approximately two hours on a very warm day in May. Southwestern Utility Management had to send someone out from Tucson to take care of the problem. This is a community of mostly retirees. If these repairs are actually made, we need to be notified in advance about the chances of there being a water outage, so we can plan accordingly. Will Clear Springs provide bottled water?

For the service we are getting from Clear Springs and/or Southwestern Utility Management, our current rates are too high. Certainly an increase in rates is not warranted.

For these reasons we request that the proposed rate increase be denied.

Investigation

Opinion 133015 - Page 1 of 2

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DOCKET CONTROL

W-01689A-16-0187

**Arizona Corporation Commission
Utilities Complaint Form**

Date:

7/13/2016

Analyst:

Deborah Reagan

Submitted By:

Telephone

Type:

Investigation

Comments entered for the record and filed with Docket Control. Also sent as an Inquiry to the Company - #133016.
